



Wessex
Learning Trust

We Learn Together!

Policy for Managing Aggressive Parents

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Review Date: September 2021


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Wessex Learning Trust. Registered in England. Company Number 7348580.

Wessex Learning Trust
Policy for Managing Aggressive Parents

This policy will be reviewed by the Board of Directors every three years.

Signature: 
Name: Mr Gavin Ball
Position: Executive Headteacher

Date: 16/10/18

Signature: 
Name: Mr Brian Kirkup
Position: Chair of the Board

16/10/18

Date:

1.0 Statement of Intent

1.1 The Trust and the schools within the Trust encourages close links with parents and the community. We believe that students benefit when the relationship between home and the school is a positive one.

1.2 The vast majority of parents and carers are keen to work with us and are supportive of the Trust and the schools in the Trust. However, a tiny minority of parents or carers may have a negative attitude towards a school and sometimes this can result in aggression, verbal and/or physical abuse towards school staff.

1.3 The Trust expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement of other colleagues as appropriate. However, all staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

1.4 The Trust expects parents, carers and visitors to behave in a reasonable way towards staff. This policy outlines the steps that will be taken where behaviour is deemed to be unacceptable.

1.5 Where incidents occur outside school premises the Trust will support staff in referring the matter to the police.

2.0 Behaviour

2.1 Behaviour that is considered serious and unacceptable and will not be tolerated is listed below. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour:

- Shouting at college staff, either in person or over the telephone
- Physically intimidating a member of staff e.g. standing close to him/her
- The use of aggressive hand gestures e.g. two fingers raised
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff e.g. he/she is an idiot
- Swearing at a member of staff
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures
- Abusive and/or threatening comments about staff on social media

Unacceptable behaviour may result in the Police being informed of the incident.

2.2 The use of social media by parents, carers or the public to comment negatively on a school or staff is not helpful. Please use more appropriate channels to communicate with the school to resolve any concerns or issues.

3.0 Procedure

3.1 When a parent, carer or member of the public behaves in an unacceptable way towards a member of the staff the incident should be recorded and the Headteacher or appropriate senior staff informed. The record of the incident should be written as soon as possible after the incident and include as much information as possible (date/time of the incident, where, what was said, what was done, whether witnesses were present).

3.2 The Headteacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the Trust's complaints procedure should be followed. Where all procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent, carer or member of the public may be banned by the Headteacher from the school site for a period of time, subject to review. In extreme cases, the Trust Board can ban an individual from all school sites in the Trust for a period of time, subject to review.

3.3 Prior to being banned from a school site the following steps will be taken:

- The parent, carer or member of the public will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction may follow.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
- The School's Chair of Governors will be informed of the ban.
- Where appropriate, arrangements for students being delivered to, and collected from the school will be clarified.
- In the situation where the Trust Board bans a parent, carer or member of the public from all School Sites, a letter will be written by the Chair of the Board confirming the ban, the review period and what will happen if the ban is breached.

4.0 Conclusion

4.1 Students learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way.

4.2 Unfortunately, where a parent's, carer's or member of the public's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

4.3 The school and Trust will take action where behaviour is unacceptable or serious.

4.4 In implementing this policy, the school/Trust will, as appropriate, seek legal, health and safety, educational and other external advice as deemed necessary to ensure fairness and consistency.

5. Review of the Policy

The Wessex Learning Trust Board will review this policy every three years or sooner if required.